

NATIONAL AERONAUTICS AND SPACE ADMINISTRATION
JOHN C. STENNIS SPACE CENTER (SSC)

**NASA SSC LANGUAGE ASSISTANCE PLAN (LAP)
FOR ACCOMMODATING PERSONS WITH LIMITED
ENGLISH PROFICIENCY (LEP) IN SSC CONDUCTED
PROGRAMS AND ACTIVITIES**

August 23, 2001

NATIONAL AERONAUTICS AND SPACE ADMINISTRATION
JOHN C. STENNIS SPACE CENTER
LANGUAGE ASSISTANCE PLAN FOR ACCOMMODATING
THE NEEDS OF LIMITED ENGLISH PROFICIENT PERSONS

NAME AND TITLE OF RESPONSIBLE OFFICIALS

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Original signed

Jean Rhodes
Acting Equal Opportunity Officer

Date

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Original signed

Mark K. Craig
Acting Director

Date

SSC LANGUAGE ASSISTANCE PLAN (LAP)

Based on the requirements of Executive Order 13166, "Improving Access to Services for Persons with Limited English Proficiency," (LEP) dated August 11, 2000, this LAP is submitted for the SSC. The SSC LAP outlines the plans and goals for implementation of the Executive order.

Initial assessment of the K-12 enrollment in the three-state area (Mississippi, Louisiana, and Alabama) indicates that the Stennis Space Center community has a target population falling into the very low level of Limited English Proficiency. The four-point assessment of the SSC programs and activities is attached.

Limited data currently exists to determine the number of LEP individuals who are served by or benefit from current SSC activities. However, as this LAP is developed and expanded, it is hoped that the metrics gathered would provide a better picture of where we must focus our efforts in the future. Initially, the emphasis will be to initiate the goal of this LAP, knowing full well that as information is gathered our LAP will grow and encompass the needs of our community and those individuals who are LEP.

Center Goal, Objectives and Elements

Purpose: The purpose of NASA SSC's LAP for LEP persons is to support the achievement, over time, of the goal and objectives outlined below. The goal represents the desired outcome. The objective represents a process for meeting the needs of LEP persons, as required by Executive Order 13166. The seven elements serve as points of departure for the development of a LAP for NASA SSC.

Goal: The NASA SSC shall provide quality language assistance to LEP persons, as appropriate, in its respective programs and activities. The LAP shall be defined to include SSC programs that are local (communities within a 50 mile radius), regional (serving the three-state geographic area of Mississippi, Louisiana and Alabama) and national.

Objective 1: The NASA SSC shall develop a Language Assistance Plan for Limited English Proficiency persons.

Responsible Officials: Center Director and EO Officer.

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Element 1. Assessment: Needs and Capacity

NASA SSC shall have in place mechanisms to assess, on an ongoing basis, the LEP status and language assistance needs of their target audience(s) in their respective conducted programs and activities, as well as mechanisms to assess their capacity to meet those needs according to the elements of this plan. Initial data will be gathered from statistics available from numerous sources, including the U.S. Census Bureau.

1.1.1 - Define a reporting system (examples: a semiannual request for input; a form to be completed for each request received, etc.) that will provide metrics to be used for assessing the success of the SSC LAP. Cost information shall be included in the reporting system. The metrics obtained will be valuable, not only in defining the effectiveness of the LAP, but will provide insight into areas of the plan that require changes or modifications.

Responsibility - EO Officer for overall assessment; various employees (particularly, Office of Public Affairs and Office of Education, Webmaster, and CIO) to ensure reporting occurs.

1.1.2 - Present the LAP to the Director and Senior Staff, and after their approval, utilize various media (Newsletter, SSC Intranet Home Page, SSC Bulletin Board, etc.) to notify SSC employees of the purpose and mechanics of the LAP. Ensure that those who have responsibility are clearly defined and notified so they will understand their accountability.

Responsibility - Center Director and EO Officer

1.1.3 - Advertise the LAP to our customers outside of SSC, especially in communities with LEP persons. Have a statement on our Home Page and utilize handouts, news releases and other outlets so our customers know of the LAP. Advertisements for specific events should also have a statement concerning the availability of assistance for LEP persons, if applicable.

Responsibility - EO Officer, working with other responsible components.

Element 2. Oral Language Assistance

NASA SSC will arrange for the provision of oral language assistance to LEP persons in both face-to-face and telephone encounters in its conducted programs and activities where such assistance is requested and/or anticipated.

1.2.1 - Proactively identify resources that can be used based on anticipated requests from the public for oral language assistance. We may decide to begin our efforts by offering Visitor Center tours for LEP persons - identify bilingual SSC employees ahead of time and ask for their assistance; based on their response, we may need to procure a formal interpreter. The same applies for requests for speakers, booth staffers for certain outreach events, etc.

Responsibility - EO Officer to begin the process and inform others. Once informed, it will be the responsibility of the individual offices to locate, utilize, and report on the resources that have been identified.

1.2.2 - Institute a formal process for identifying sources for assistance from volunteer bilingual SSC employees and outside contract or volunteer sources. Ensure that the list is made available to support Center needs.

Responsibility - EO Officer and Manager, Office of Public Affairs to coordinate beginning of the process and inform others. Responsibility lies with Public Affairs, Education, or Human Resources, as they deal with outreach/education and SSC employee management, respectively.

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Element 3. Translation of Written Materials

NASA SSC will produce vital documents in languages other than English where there is a significant number or percentage of LEP persons in the target audience(s) of the respective conducted programs and activities. These written materials may include, but not be limited to, paper and electronic documents such as program and/or activity announcements, notices, Web sites, and correspondence.

1.3.1 - Define the LEP target audiences for the local, regional, and national conducted programs and activities. Utilize past history, input from members of Speakers Bureau and other SSC employees, as well as input from the local community.

Responsibility - EO Officer to oversee process of contacting internal and external sources to identify potential LEP target audiences. Data should then be analyzed and shared with other responsible offices.

1.3.2 - Identify written materials to be translated. Consider level of material, appropriateness for translation and impact in furthering NASA's mission. In most cases, "entry level" materials will be considered appropriate (Visitor Center brochures, Education Program brochures, Human Resources brochures, etc.). Informational Web sites should also be identified.

Responsibility - EO Officer to meet with the appropriate people to identify materials for translation. EO Officer to also identify potential funding sources for translation and printing costs. Metrics should also be established to ensure that materials translated are used.

1.3.3 - Identify LEP sources for announcements, notices and news releases. Define when it would be appropriate to have multilingual media prepared and ensure that responsible employees understand that criteria.

Responsibility - EO Officer to meet with Office of Public Affairs and any other responsible personnel to outline the requirements needed, document the process and disseminate to SSC employees. Public Affairs to define LEP sources internally document their process and explain to their employees.

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Element 4. Procedures

NASA SSC shall have in place specific procedures related to each of the plan elements and designated staff that will be responsible for implementing activities relating to their respective LAP.

1.4.1 - Define and document procedures to be used in the administration of the LAP. Ensure that each element has procedures, and that responsible staff are identified and held accountable for their activities. As a minimum, these procedures should be reviewed annually.

Due Date - Start the process by the end of FY01. Written procedures should be in place by the end of FY02. Review and updates should be completed annually.

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Element 5. Notification of Availability of Free Language Services

NASA SSC shall inform the target audiences of its conducted programs and activities, through oral or written notice in the relevant primary language, that free language assistance is available and how to request it.

1.5.1 - Based on LEP target audiences already defined, begin the task of notifying these audiences that free language assistance is available. Notices can be added to already existing written materials, Web pages can be modified to include a statement, and outreach personnel can include such a statement in their presentations.

Responsibility - EO Officer to coordinate this process in the beginning, with transition to responsible offices once the process is set up.

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Element 6. Staff Training

NASA SSC will provide training to appropriate program staff on the policies and procedures of its respective language assistance activities.

1.6.1 - Provide high-level briefings to members of Senior Staff; provide in depth briefings to those with responsibilities tied to the LAP; provide overview briefings to interested SSC employees; and utilize newsletters, Web sites and other internal media to disseminate basic information concerning SSC's LAP to the SSC population.

Responsibility - EO Officer to provide these briefings, and coordinate with any other personnel needed as part of the briefing process. EO Officer to work with responsible persons to utilize various media needed to disseminate basic information to the SSC population.

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Element 7. Monitoring Accessibility and Quality

NASA SSC will institute procedures to monitor the accessibility and quality of language assistance activities for LEP persons in its conducted programs and activities.

1.7.1 - Ensure that those with LAP responsibilities understand the need for record keeping and feedback, and that they understand that changes will be made to the LAP as needed. This initial LAP represents a beginning, with future LAP's to evolve based on monitoring, feedback and changes as necessary. They need to understand that they have a critical role in this process. Measurements need to be taken regularly, and those

involved in the process need to receive feedback so they can understand the continuous nature of the changes as they are implemented.

Responsibility - EO Officer to ensure that information is shared as the metrics of the LAP are measured and changes are made.

1.7.2 - Identify the personnel with primary responsibility for analyzing and updating the LAP as needed. This person should have access to needed information, and the ability to gather information as needed, at least on an annual basis.

Responsibility - EO Officer to designate the LAP report writer.

Objective 2: In the interim, the NASA SSC, in the conduct of its respective programs or activities, shall respond to requests for language assistance in a manner that ensures equal access by LEP persons to NASA programs and activities.

Responsible Officials: Same as for Objective 1.